

**SHASTA COLLEGE**  
*Professional Workplace Skills Series*  
**COURSE OUTLINE**

<b>COURSE TITLE</b>	<b>EFFECTIVE COMMUNICATION</b>
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<b>NUMBER OF UNITS</b>
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<b>PREREQUISITE</b>	<b>None</b>
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<b>COREQUISITE</b>	<b>None</b>
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<b>TOTAL HOURS</b>
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Lecture:                      Worksite Learning:

Lab:                              Distance Learning:

<b>ADVISORY</b>	<b>None</b>
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<b>CATALOG COURSE DESCRIPTION</b>
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<b>OBJECTIVES</b>
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**Student Learning Objectives:**

Upon successful completion of this course, the student should be able to:

- A. Determine current individual open communication skill level.
- B. Explain what is required to become an effective communicator in the workplace.
- C. Identify barriers to effective communication.
- D. Describe the differences between verbal and nonverbal communication.
- E. Discuss the four steps to using effective listening skills.
- F. Identify etiquette for common workplace communication methods.
- G. Develop an action plan for more professional email, telephone, and texting communication.

<b>COURSE CONTENT</b>
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- I. Introduction
  - A. Course Overview
    - 1. Communication – 4 hrs
    - 2. Listening – 4 hrs
  - B. Engagement Activity-Human Scavenger Hunt
- II. What is Communication?
  - A. Definition of Communication (new)
  - B. Communication Models
    - 1. Traditional versus Actual Communication Model
    - 2. Actual Sender/Receiver Model
  - C. Open Communication

1. Activity: Open Communication Individual Assessment [SLO]
2. Open Communications for Effective Verbal Communication
  - a. 10 Tips for Communicating Openly
  - b. Becoming an Effective Verbal Communicator [SLO]
  - c. Discussions:
    - 1) First Impressions of Poor Verbal Communication Skills
    - 2) First Impressions of Effective Verbal Communication Skills
- D. Barriers to Effective Communication [SLO]
  1. Miscommunication
    - a. Discussion/Activity: Paper Tearing Activity
  2. Levels of Hierarchy
    - a. Discussion/Activity: Gossip Game
  3. Pitfalls of Verbal Communication
    - a. Jargon and Slang
      - 1) Jargon Activity
    - b. Inappropriate Jokes and Profanity at Work
    - c. Managing Emotions in Verbal Communication
  4. Interpersonal and Language Barriers
    - a. Handwriting Activity

### III. What is Nonverbal Communication?

- A. Definition
- B. Differences between verbal and nonverbal communication [SLO]
  1. Voice Signals
    - a. Tone of Voice Activity
    - b. “I didn’t say you had a bad attitude” Activity
  2. Other Signals
    - a. Body Signals
    - b. Object Signals
    - c. Space Signals
    - d. Time Signals

### IV. Improving Listening Skills

- A. Definition (new material)
- B. Identifying Your Listening Habits
  1. Activity: Rate Your Listening Habits Assessment
    - a. Listening Skills Assessment Part 1
    - b. Listening Skills Assessment Part 2
- C. What is Effective Listening?
  1. Active Listening
    - a. Activity: “I Think You Said, I thought I heard ...”
  2. Activity: Effective Listening Part 1
  3. Four Steps to Effective Listening Skills [SLO]
- D. The Cost of Poor Listening
  1. Discussion: Students identify the results of the many costs to poor listening in the workplace

V. Communication Etiquette [SLO]

- A. Email Communication
  - 1. Content
  - 2. Activity: The Do's and Don'ts of Email
- B. Telephone Communication
  - 1. Activity: Call Holds and Transfers
  - 2. Discussion: Creating an Effective Voicemail Greeting
- C. Texting
  - 1. New discussion activity
    - a. Older generation versus current generation
    - b. Lost writing skills
    - c. Compromised verbal communication skills
    - d. When is texting is too much?
- D. Etiquette Action Plan - new [SLO]
  - 1. Students develop an action plan to improve communication etiquette for the three topics discussed in this section.

VI. What You Have Learned

VII. Review Questions

VIII. Resources and References

- A. All CSA and NS module lists
- B. All videos will be listed as optional unless otherwise specified.

Methods of Instruction

- Class discussion and participation
- Hands-on learning activities
- Individual and group problem solving
- Lecture
- Cases
- Video options